

## Case Study: Government

### A large municipality unifies its multi-vendor, multi-user print environment with a single, simplified cloud-based print infrastructure.

#### About our customer

A modern, suburban municipality that serves approximately 55,000 residents and employs 4,000 people working out of 90 different locations across the region needed a user-centric and flexible solution to seamlessly manage their print infrastructure across locations.

#### Challenge

- Required a robust print infrastructure that supports a wide variety of printing needs
- Need to support over 12,000 end users operating across 90 locations
- Reduce the strain on the IT department that solely manages the entire print infrastructure across all domains

The municipality known for its forward-thinking and leadership in adopting new technologies, already had an advanced, cloud-first strategy in place. However, with thousands of print end users, they needed to unify access to printers and allow users to conveniently print to any device regardless of location.

**RICOH CloudStream was adopted as an on-premises private cloud which enables the state government to easily integrate the cloud-based print platform into its broader cloud strategy.**

Furthermore, the municipality's print infrastructure, managed by their IT department, consists of a multi-vendor fleet, comprising 230 multifunction devices from several brands. With thousands of end users, user-centricity was a high priority. They were also looking for a flexible and centralized print management solution that would reduce the strain on their IT department by automating administrative and device management tasks, streamlining device positioning, and minimizing common IT pain points.

Print functionality also varies by location. Some locations have users requiring the ability to print photo images directly from their devices, while other locations have a Bring Your Own Device (BYOD) policy that requires secure mobile printing. Others need functionality to support web upload to print and more.

## How we did it

- Set up and seamlessly integrated 230 devices with RICOH CloudStream within 48 hours
- Provided a single web-based interface to enable centralized deployment and management of the entire print infrastructure
- Eliminated the need to install multiple drivers, enabling IT to utilize a single driver for all printing devices

The state government adopted RICOH CloudStream, a scalable cloud-based print platform that enables the IT department to deploy and control the entire print infrastructure from a single web-based interface. The cloud-based print platform also features a single print driver that makes it possible to centrally manage a multi-vendor fleet and allows end-users to conveniently print to any device.

RICOH CloudStream was adopted as an on-premises private cloud which enables the municipality to easily integrate the cloud-based print platform into its broader cloud strategy and benefit from its agility, flexibility, and scalability — providing a strong return on investment.

The implementation was planned and executed by the in-house IT department with the support and expertise of the cloud platform service provider. The integration of RICOH CloudStream with the municipality's 230 devices was so smooth and seamless that most of the end users did not even realize it when the migration was happening.

**RICOH CloudStream provided visibility and transparency over the municipality's entire print infrastructure, giving IT oversight on key reporting data.**





## Results

- Enabled end users to easily connect to any device, regardless of network and location
- Reduced IT burden and pain points
- Provided visibility and transparency over the entire print infrastructure
- Significantly improved data security, print efficiency, and accessibility

Migrating their entire print infrastructure to RICOH CloudStream eliminated the need to install multiple print drivers, enabling the IT department to utilize a single driver for all printing devices within the municipality's network. It allows for simplified print management and ensures consistent software updates — significantly reducing IT pain points.

RICOH CloudStream provided visibility and transparency over the municipality's entire print infrastructure, giving IT oversight on key reporting data such as print usage, overall fleet performance and uptime.

End-user experience is now enhanced, enabling seamless access to print and streamlining authentication for single, centralized secure pull printing capabilities. RICOH CloudStream's full-featured single driver includes full finishing options for all major manufacturers, making it possible for everyone to print to any device, regardless of network location or print requirements.



**Reap the advantages of cloud printing technology and streamline your organization's print infrastructure and management. Learn more about [RICOH CloudStream](#) today.**